

**Minutes
California 9-1-1 Advisory Board
707 3rd Street
West Sacramento, CA 95605
November 28, 2007**

Members Present

Edward Bonner, Placer County Sheriff's Department
Peter Bryan, Rancho Cucamonga Fire Protection District
Richard Doscher, Yuba City Police Department
Reginald Chappelle, California Highway Patrol
Chris R. Hinshaw, San Diego County Sheriff's Department
Lisa J. Hoffmann, San Francisco Department of Emergency Management
Daphne Rhoe, California 9-1-1 Emergency Communications Office, DGS
Sam L. Spiegel, Folsom Police Department
Lesli J. Wilson, North County Dispatch Center
Chip Yarborough, City of Mountain View Police Department

Members Absent

Mark N. Pazin, Merced County Sheriff's Department

Others Present

Patti Bell, AT&T
Carolyn Brown, CA 9-1-1 Office
Steve Carr, Mission Consulting
Joan DeCrescenzo, CA 9-1-1 Office
Dana Earl, CA 9-1-1 Office
Sherri Furniss, Folsom Police Department
Peggy Gregson, Folsom Police Department
Gary Grootveld, Public Safety Radio Services, DGS-Telecommunications
Muriel Haglind, Intrado
Jane Jimenez, Placer County Sheriff Department
Sofia Long, CA 9-1-1 Office

- 1) **Call to order, Welcome and Opening remarks** – A quorum being present, Daphne Rhoe called the meeting to order at 9:00 a.m. Roll was taken, one member was absent.
- 2) **Approval of Minutes of September 5, 2007 Meeting** – Chief Sam Spiegel moved to approve the minutes. The minutes were unanimously approved.

Approval of Minutes of October 3, 2007 – Special Meeting – The CA 9-1-1 Advisory Board (Board) reviewed the October 3rd Special Meeting minutes. Chief Spiegel moved to approve the minutes. The minutes were unanimously approved.

- 3) **Orange County Sheriff Appeal** – During the meeting, the Board took a vote to approve the Orange County funding issue for secondary public safety answering point (PSAP)

equipment for the Sheriff's Department Harbor Patrol. Mr. Chris Hinshaw provided a letter dated November 27, 2007 to the Board regarding the Orange County Appeal. The Board reviewed the information provided at the Special Meeting and a brief discussion followed. Chief Doscher questioned whether, as a result of the outcome of this appeal, other PSAPs may want to revisit their funding. Chief Chappelle indicated that the Board would look at the basis for exceptions as abiding by existing valid guidelines. Chief Bryan inquired whether the new guidelines being developed affect the outcome of the Harbor Patrol. Ms. Rhoe responded that the draft of the new guidelines had not been reviewed and therefore she could not provide a definitive answer at this time.

On motion by Chief Spiegel that the Board recommends approval of the appeal for additional funding for the Orange County Sheriff Harbor Patrol, the motion was carried with seven members voting in favor, one opposed and one abstention.

4) Reports of Standing and Ad Hoc Committees –

Technical and Operational Standards and Review Committee – Nothing to Report.

Training Standards & Review –Chief Reginald Chappelle provided attendees with a handout entitled: "POST Training – Public Dispatcher Basic Course" – The purpose of the training manual is to provide a standardized curriculum to guide law enforcement agencies and POST-certified presenters in the initial orientation and training of newly selected public safety dispatchers. Chief Spiegel suggested that it might be worthwhile for the Board and staff to look at having Peace Officer Standards and Training (POST) Dispatch Academy incorporate some aspects of 9-1-1 call taking in their curriculum to create a greater awareness of 9-1-1. Ms. Wilson indicated that she thought the County Coordinator Task Force (CCTF) had responsibility for developing training guidelines for county coordinators. Ms. Hoffmann stated that she is looking for county coordinator and PSAP manager curricula. Ms. Wilson further indicated that she would like to see the CCTF training standards well before the February CALNENA conference.

Ad Hoc Committee on Long Range Planning Needs –Mr. Hinshaw indicated no meeting has been scheduled, however, a meeting will be set for February 2008. Ms. Rhoe and Mr. Hinshaw will draft a document for the meeting in February.

Mr. Hinshaw stated the committee met six month ago; Ms. Rhoe provided a sample Statement of Work that can be used for the request for proposal request. Chief Peter Bryan provided additional input with regard to items that needed to be included in this document. He indicated that there should be trigger points to evaluate funding for capital costs. The strategic plan will involve evaluating the surcharge and revenue models and determining funding for the 9-1-1 system. Mr. Hinshaw is working on deliverables. Another two months will be required to complete the document. At the next Board meeting a draft report should be available.

PSAP Funding –Ms Rhoe stated the CA 9-1-1 Office has modified funding guidelines over the last six years.

The CA 9-1-1 Office goal is to meet the needs of the majority of PSAPs . CA 9-1-1 consultants continue to modify guidelines based on feedback from the PSAPs.

5) Unfinished Business -

Criteria for PSAP Notification/Escalation –There were no changes from what was presented initially. Mr. Hinshaw indicated that the California Law Enforcement Telecommunications System (CLETS) Program would make the initial notification to PSAPs in multi-county areas when a major outage occurs. Ms. Rhoe will verify the process with OES and report back at the next Board meeting.

Letter to Attorney General's Office regarding Copper Thefts – Chair The Attorney General's (AG) Office sent a letter to the CA 9-1-1 office, dated November 15, 2007, stating that this is more of a scrap metal issue and referred the issue to the Department of Conservation. Chief Chappelle questioned the term "scrap metal" used by the AG's Office and further indicated that the copper has value and is part of a law enforcement system. No additional action by the Board is needed on this item.

Mr. Hinshaw indicated that during the firestorm in San Diego, the Office of Emergency Services deployed the Operational Area Satellite Information System (OASIS) and people used the telephones to dial 9-1-1. Because they were VoIP telephones each with a "916" area code, the calls were routed to the Sacramento PSAP. This is a problem that needs to be addressed.

6) Outage Report – (Handout) – All reportable outages are located on the handout which indicates notes for each month. Items are reported through October 2007.

7) Public Education- Ms. Rhoe indicated that the 9-1-1 Office is working on a public education document for wireless E9-1-1. Chief Bryan suggested that the final product be distributed to law enforcement and fire agencies. Ms. Wilson also suggested distribution to County Coordinators and Public Information Officers.

8) Announcements –

- CALNENA Annual Conference will be held February 19-22 in Garden Grove, at the Hyatt Regency. For more information please visit www.calnena.org.
- Mr. Yarborough thanked the CA 9-1-1 Office for their policy addition that allows PSAP reimbursement to designated staff to take the ENP exam.
- Chief Bryan would like the Board to review the new funding guidelines the 9-1-1 Office is revising before they are finalized.

9) Public Comments – None

- 10) **Next Meeting Date and Time** – The next regular CA 9-1-1 Advisory Board meeting is scheduled for Wednesday, February 27, 2008 from 9:00 a.m. to 12:00 p.m. in Sacramento at the Ziggurat Building, 8th Floor Boardroom. The Board also set the meeting schedule for the remainder of the year as follows:

**CA 9-1-1 Advisory Board
Meeting Schedule
2008**

707 3rd Street
West Sacramento, CA 95705
Ziggurat - 8th floor Boardroom

**June 4, 2008
September 3, 2008
December 10, 2008**

- 11) **ADJOURNMENT** – The meeting adjourned at 10:50 a.m.

Handouts

- CA 9-1-1 Advisory Board Agenda November 28, 2007
- CA 9-1-1 Advisory Board September 5, 2007 Draft Minutes
- CA 9-1-1 Advisory Board October 3, 2007 – Special Meeting- Draft Minutes
- Board member Chris Hinshaw's response to Orange County Appeal to the 9-1-1 Advisory Board, dated November 27, 2007
- Letter from Sheriff Department, County of Orange, dated October 15, 2007 from Assistant Sheriff Steve Bishop
- POST Training – Public Safety Dispatcher Basic Course – Training Specifications
- Letter from the Office of the Attorney General, regarding the Increase in Copper Thefts
- 9-1-1 Outage Report through October 2007